

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

March 6, 2007

**Aldermen Gatsas, Shea,
Garrity, Pinard, Duval**

6:15 PM

**Aldermanic Chambers
City Hall (3rd Floor)**

1. Chairman Gatsas calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Virginia Lamberton, Human Resources Director, on behalf of the Public Health Director, requesting the reorganization of the Health Department (detailed description enclosed herein).
(Note: savings associated with this reorganization total \$30,534.)
Gentlemen, what is your pleasure?
4. Communication from Virginia Lamberton, Human Resources Director, on behalf of the Parking Manager, requesting the establishment of two new Parking Control Officer positions (one full-time and one part-time).
Gentlemen, what is your pleasure?

TABLED ITEMS

A motion is in order to remove any of the following items from the table for discussion.

5. Communication from Virginia Lamberton, Human Resources Director, requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator, salary grade 20.
(Tabled 10/03/2006)
6. Communication from Virginia Lamberton, Human Resources Director, recommending the establishment of a Parking Shift Supervisor class specification at grade 15, salary range \$32,311 to \$46,068 and seeking approval of updated Cashier, Custodian and Security class specifications.
(Tabled 02/05/2007)
7. If there is no further business, a motion is in order to adjourn.



CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101
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www.ManchesterNH.gov



February 7, 2007

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Health Department Reorganization

Dear Alderman Gatsas and Members of the Committee:

On behalf of Tim Soucy, Public Health Director, I am requesting the reorganization of the Health Department.

Mr. Soucy has written a comprehensive outline of his request. Therefore, I am attaching a copy of that request to this letter which will describe in detail what he is proposing to change at the Health Department.

As you will note on page 3, the savings associated with this reorganization total \$30,534.

The necessary ordinances to establish the two class specifications, Public Health Preparedness Administrator, salary grade 23 and Deputy Public Health Director, salary grade 25, are also attached to this letter.

Your favorable approval of this request to reorganize would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director

Attachments

Cc: Tim Soucy, Director

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CITY OF MANCHESTER

Department of Health

1528 Elm Street
Manchester, NH 03101-2106
Telephone: (603) 624-6466
Administrative & Environmental Health FAX (603) 628-6004
Community Health FAX: (603) 665-6894
School Health FAX: (603) 624-6584
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BOARD OF HEALTH

Carol Bednarowski
Laura Smith Emmick, M.D.
William A. Mehan, DMD, MS
Mary Mongan, R.N.
Kristin H. Schmidt, PA-C

Timothy M. Soucy, REHS, MPH
Public Health Director

Memo to: Virginia Lamberton, Human Resources Director
Frank Guinta, Mayor
Cc: Sean Thomas, Senior Policy Advisor
From: Tim Soucy, MPH, Public Health Director
Date: January 29, 2007
Subject: Health Department Reorganization

As I finish the second month of my tenure as the City's Public Health Director, I want to first let you know how much I appreciate the support and guidance that the Mayor's Office, Human Resources Department, and other Department Heads have provided to me. It has certainly made my transition much easier.

Prior to assuming the duties as the Public Health Director, I began to think about the organizational structure of the Health Department as it currently stands, and contemplated whether this structure was the best for providing public health services as we moved forward. I have since met with all of the Health Department senior management and staff, and have concluded that our current organizational structure does not fit our current and future needs. Thus the need to reorganize the Department has become apparent.

While I recognize the Health Department recently completed a reorganization that eliminated the Deputy Public Health Director's position and created two new Public Health Administrator positions, I am proposing a reorganization that essentially returns to the model with a Deputy Public Health Director.

Specifically, the proposal is as follows:

1. Eliminate two current Public Health Administrator positions (Salary Grade 24).
2. Reinstate Deputy Public Health Director position (Salary Grade 25) and promote current Public Health Administrator (Salary Grade 24) to fill the position.
3. Reinstate Public Health Preparedness Administrator position (Salary Grade 23) and promote current Public Health Specialist II (Salary Grade 19) to fill position.
4. Promote Environmental Health Specialist II (Salary Grade 18) to Public Health Specialist II (Salary Grade 19) to backfill the position.
5. Hire entry level Environmental Health Specialist I (Salary Grade 16) to backfill Environmental Health Specialist II position.
6. Move 50% of Administrative Assistant II from grant funding to City budget.

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Below is greater detail on the need for the changes, a synopsis of the savings that will result from the reorganization plan as well as the current and proposed organizational charts.

Eliminate two current Public Health Administrator positions. These positions were created during the last reorganization after the retirement of the Deputy Director. The creation of these two positions produced a cost savings of approximately \$30,000 at that time, which enabled the Health Department to meet budget constraints. More importantly, two employees were then provided an opportunity for personal growth and development by assuming the duties of the previous Deputy Director. This model no longer meets the needs of the Department, but did prepare two individuals for expanded leadership roles within the Department.

Reinstate Deputy Public Health Director position and promote current Public Health Administrator. The current model does not clearly provide for a second-in-command at the Health Department. By reinstating the Deputy Director position, the chain of command will be clearly defined in the absence of the Public Health Director. Reinstating the Deputy Director position will not only provide for continuity within the Department, but will enable the Department to expand its community work around such issues as access to care, cardiovascular disease, and oral health. Due to the volume of activities the Department is involved in, there will not be any overlap in duties between the Director and Deputy Director positions.

Reinstate Public Health Preparedness Administrator position and promote current Public Health Specialist II. Prior to the last reorganization, the Public Health Preparedness Administrator oversaw the activities of the Division of Environmental Health and Public Health Preparedness program. Since the promotion of Tim Soucy to Public Health Director, this position remains to be filled. The reinstatement of the Public Health Preparedness Administrator will provide for greater oversight of environmental health programs and improved management of the Department's emergency response activities.

Promote Environmental Health Specialist II to Public Health Specialist II. This action serves two purposes. First it provides a support mechanism to the Public Health Preparedness Administrator by assuming some of the day to day supervision of environmental health field staff. This allows the Public Health Preparedness Administrator to spend more time on emergency planning activities, while giving field staff greater access to a supervisor. This filling of this position will also provide for expanded use of Geographic Information Systems (GIS) support to all Divisions within the Health Department.

Hire entry level Environmental Health Specialist I to backfill Environmental Health Specialist II position. All of the above actions will create the need to hire an entry level Environmental Health Specialist to backfill within the Environmental Health Division.

Move 50% of Administrative Assistant II from grant funding to City budget. During a recent meeting with senior staff at the NH Department of Health & Human Services, we informed that our Public Health Preparedness grant would be cut by 10%-15% during the next fiscal year. By moving this position to the City budget, we will be able to

absorb the State cuts to our funding without sacrificing services, while providing much needed assistance to our Business Service Officer.

Financial Impact of Proposed Reorganization

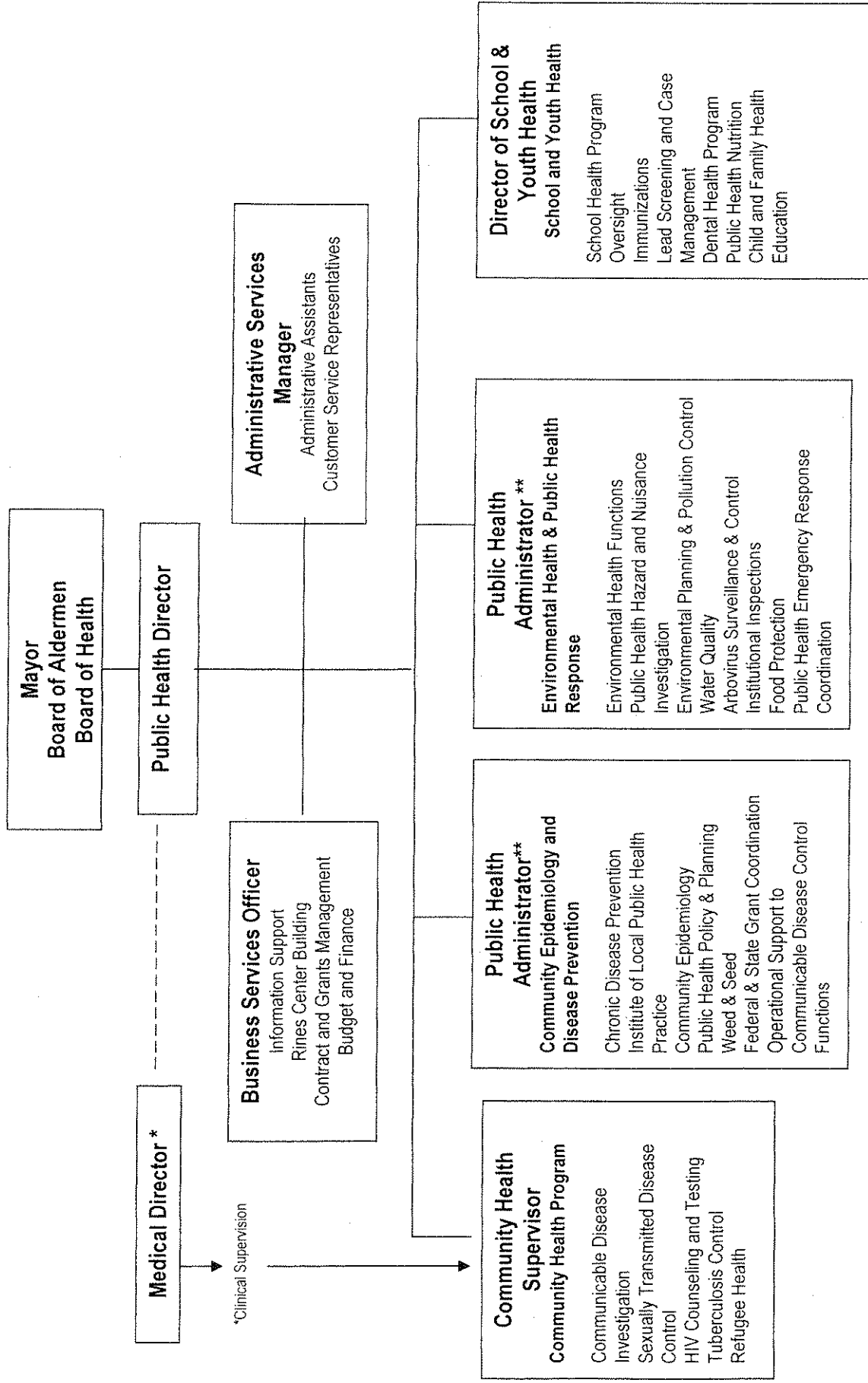
The reorganization as proposed will save over \$30,000 in salaries and benefits during FY 07 and is outlined below.

Action Item	FY 07 Salary Savings (Cost)	FY 07 Benefit Savings (Cost)
Savings from new Public Health Director talking over 12/1/06 -6/30/07	14,593	2,874
Savings from deleting Public Health Administrator position 12/1-06 -6/30/07	41,533	8,179
Savings from deleting Public Health Administrator position 2/1/07 -6/30/07	26,606	5,239
Cost to promote Public Health Administrator to Deputy Public Health Director on 2/1/07-6/30/07	(34,497)	(6,792)
Cost to promote Public Health Specialist II to Public Health Preparedness Administrator 2/1/07-6/30/07	(3,283)	(646)
Cost to promote Environmental Health Specialist II to Public Health Specialist II 2/1/07-6/30/07	(684)	(135)
Cost to hire Environmental Health Specialist I to replace Environmental Health Specialist II 2/1/07-6/30/07	(11,418)	(2,248)
Move 0.5 FTE Administrative Assistant II to General Fund 2/1/07-6/30/07	(7,339)	(1,448)
TOTAL	\$25,511	\$5,023

Summary This proposed reorganization will provide the structure to enable the Health Department to meet its current and future challenges while producing a cost savings in the process. It should also be noted that the Health Department has worked aggressively to meet the costs associated with several severance packages during FY 07 without the need to seek contingency funding. I look forward to discussing the proposed reorganization and answering any questions you may have.

MANCHESTER HEALTH DEPARTMENT

CURRENT ORGANIZATIONAL CHART BY FUNCTIONS



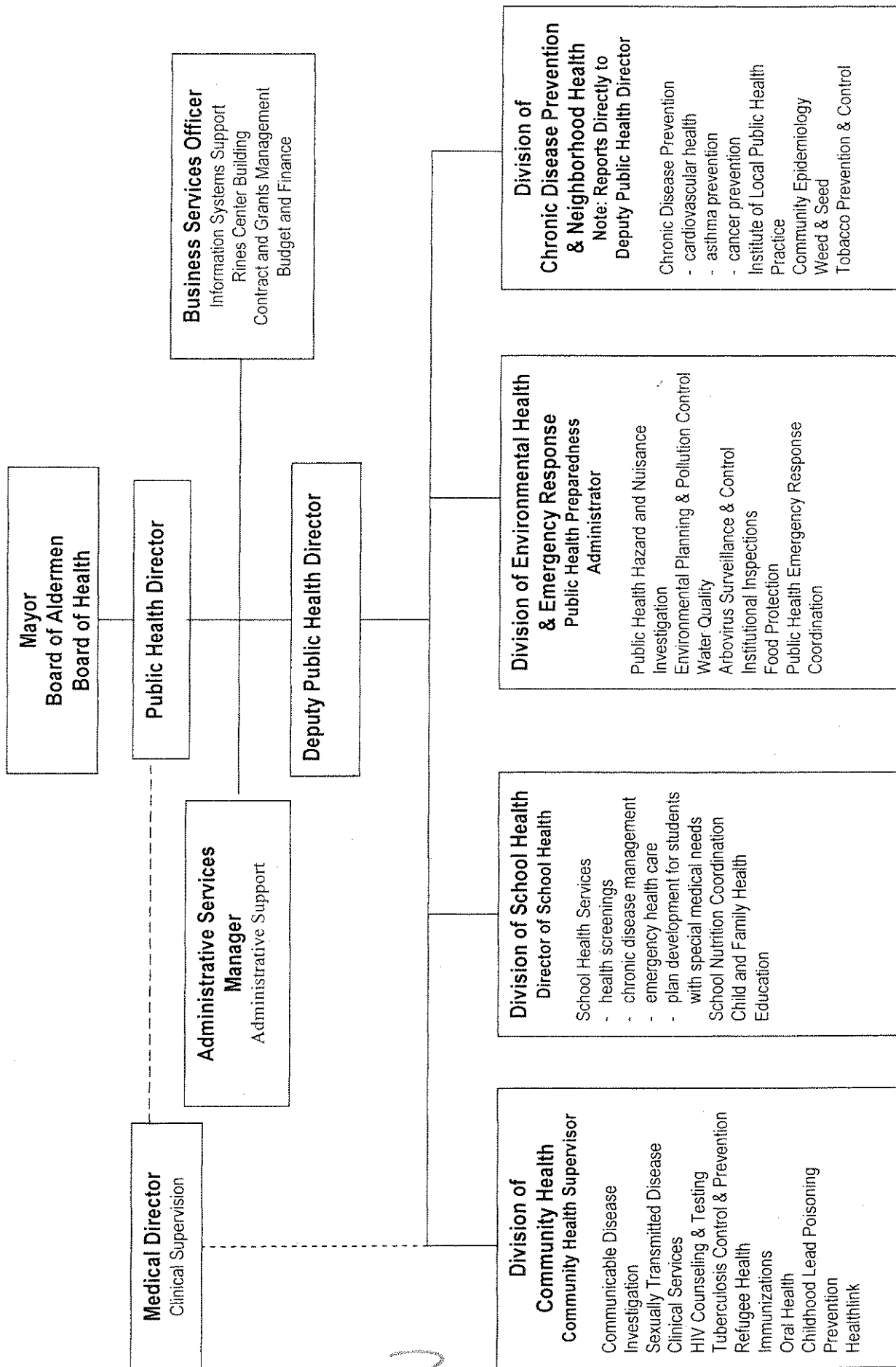
** Public Health Administrator additional responsibilities

Administrative backup to Department Director

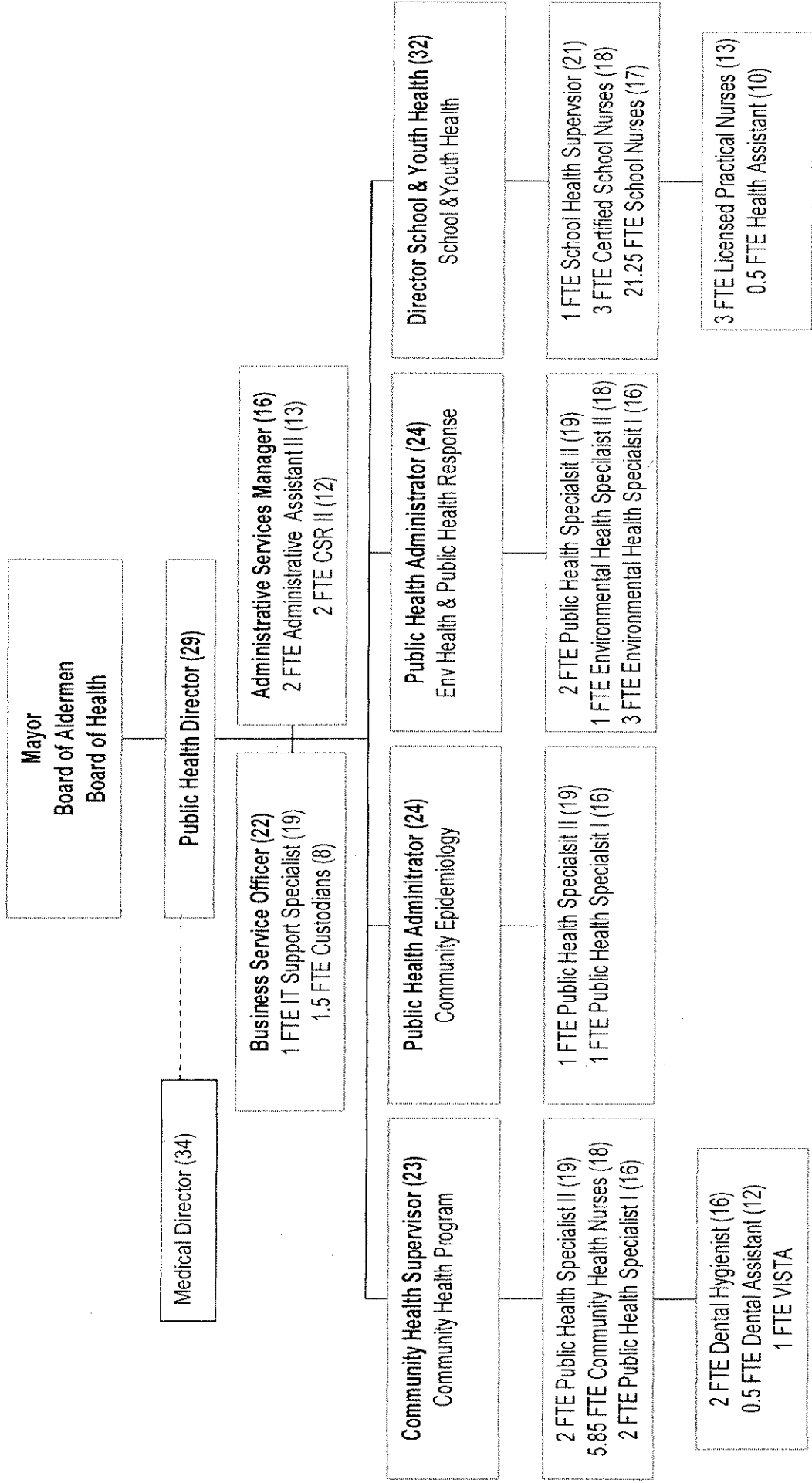
Examples: Board of Mayor and Aldermen/City Meetings; Negotiations; Budget (policy decisions when Director absent)

MANCHESTER HEALTH DEPARTMENT

PROPOSED ORGANIZATIONAL CHART BY FUNCTIONS

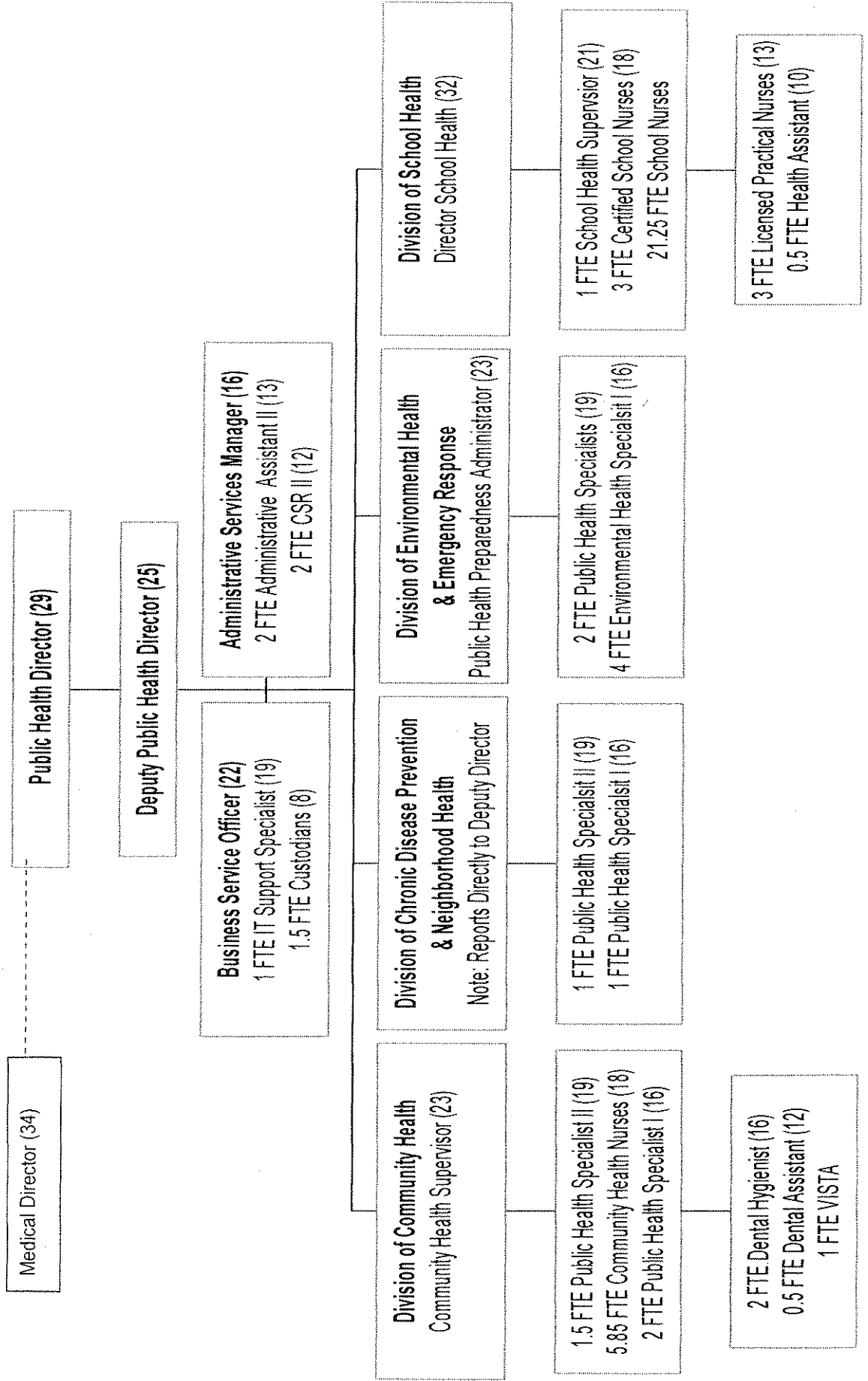


Manchester Health Department Current Organizational Chart by Staffing



Manchester Health Department

Proposed Organizational Chart by Staffing



City of Manchester New Hampshire

In the year Two Thousand and Six

AN ORDINANCE

“Amending Sections 33.024, 33.025, & 33.026 (Deputy Public Health Director & Public Health Preparedness Administrator) of the Code of Ordinances of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Establish Deputy Public Health Director, Class Code 7107
Establish Public Health Preparedness Administrator, Class Code 7113

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Establish Deputy Public Health Director, Class Code 7107, Grade 25
Establish Public Health Preparedness Administrator, Class Code 7113,
Grade 23

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows

Establish Deputy Public Health Director, Class Code 7107, Grade 25,
exempt

Establish Public Health Preparedness Administrator, Class Code 7113,
Grade 23, **exempt**

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Deputy Public Health Director
Class Code Number	7107-25

General Statement of Duties

Coordinates public health policies and procedures within the Health Department; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide daily management to all operations and activities of the Health Department. The work is performed under the supervision and direction of the Public Health Director but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all employees within the Health Department. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community groups, outside auditors, State and Federal officials and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Plans, develops and coordinates public health policies and procedures;
- Coordinates all aspects of the Public Health Improvement/Community Assessment Division;
- Coordinates all Federal and other grant programs of the Department;
- Confers with Department staff to track implementation of policies and make specific recommendations and suggestions on Division or Departmental operations;

- Coordinates various committees relating to community health issues, including the "Healthy Manchester Coordinating Council;
- Develops interventions to meet community needs, including creating evaluation methods to assess progress of interventions;
- Collects and organizes data to identify community health needs;
- Conducts studies and surveys to assess community health needs;
- Organizes community support for public health activities;
- Performs special projects for the Public Health Director as requested;
- Serves as the Public Health Director during an absence;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of current principles and practices involved with public health care delivery;
- Comprehensive knowledge of existing local, State and Federal programs, funding sources and other resources which may be procured for health care initiatives;
- Thorough knowledge of disease control programs;
- Thorough knowledge of preventative initiatives in public health areas;
- Thorough knowledge of current principles and practices of public administration;
- Thorough knowledge of budgetary principles within a municipality;
- Thorough knowledge of public/media relations principles;
- Ability to provide administrative direction within a municipal Department;
- Ability to supervise, train, evaluate and lead the work of others;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;

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- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Master's Degree in Public Health; and
- Considerable experience in public health programs, including some supervisory role; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written material in electronic or hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the City and out of the area.

Approved by: _____ Date: _____

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City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Public Health Preparedness Administrator
Class Code Number	7113-23

General Statement of Duties

Establish strategic leadership, direction, coordination and assessment of activities pertaining to bio-terrorism, infectious disease outbreaks and other public health threats and emergencies. Plans, directs, coordinates and supervises all environmental activities assigned to the Manchester Health Department; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure that all environmental health concerns are addressed according to professional standards and that environmental laws are enforced. The work is performed under the supervision and direction of the Public Health Director but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the classes of Environmental Health Specialist I and II, Public Health Specialist I and II. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with City officials, business owners or managers, other City employees and the public.. The principal duties of this class are performed both indoors and outdoors, often in hazardous situations.

Examples of Essential Work (illustrative only)

- Assess public health system capacities by conducting an integrated assessment of public health and legal system capacities;
- Assist in the development of a statewide emergency response plan including mutual aid agreements, and the provision for regular exercises to test response proficiency;

- Develop a city/regional plan to respond to acts of bio-terrorism, infectious disease outbreaks and other public health threats and emergencies;
- Coordinate with federal response assets to develop a plan to receive and manage items from the National Pharmaceutical Stockpile;
- Develop a formal system to receive and evaluate urgent disease reports from all parts of the state and city on a 24 hour per day, 7 day per week basis;
- Rapidly and effectively investigate and respond to a potential terrorist event as evidenced by ongoing response to naturally occurring individual cases of urgent public health importance;
- Develop and implement a jurisdiction-wide program to provide rapid and effective laboratory services by assisting the State Public Health Laboratory in improving relationships with clinical laboratories in Manchester and establish operational relationships with the Manchester Fire and Police Departments to provide laboratory support;
- Plan a Health Alert Network that provides a 24/7 flow of critical health information among hospital emergency departments, state and local health departments, City agencies and others;
- Ensure ongoing protection of critical data and secure exchange of information by assessing and developing policies and procedures for protection of critical information and continuity of operations;
- Provide needed health/risk information to the public and key partners during a terrorism event or other public health emergency;
- Deliver appropriate education and training to key public health professionals, infectious disease specialists, emergency department personnel and other health care providers;
- Plans, directs, coordinates and supervises environmental health activities;
- Performs environmental health, industrial hygiene, sanitary, disease control and epidemiological inspections;
- Investigates complaints and inspection problems resolving them via standards, regulations and policies;
- Initiates and reviews inspection reports;
- Initiates enforcement proceedings and testifies at legal proceedings;
- Reviews and authorizes issuance of permits and licenses;
- Reviews and approves complex septic system plans;
- Performs environmental health specialist duties as needed;
- Evaluates and recommends public health standards and legislation;
- Advises governmental, community organizations and individuals on environmental health, technical standards and departmental services;
- Plans and conducts professional level environmental and public health education training programs;
- Performs supervisory and personnel tasks relating to the division;
- Prepares, analyzes, reviews and critiques reports, records, correspondence, statistical data and related records;
- Assumes responsibilities of the Public Health Director as needed;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;

- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>
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- Comprehensive knowledge of the practices, principles and methods of environmental and public health administration;
 - Thorough knowledge of environmental health practices, bioterrorism and industrial hygiene principles;
 - Thorough knowledge of epidemiology, communicable diseases control, and insect vector control practices;
 - Thorough knowledge of applicable Federal, State and Municipal laws and regulations related to environmental and public health;
 - Thorough knowledge of and ability to complete complex septic system design and inspection reviews;
 - Thorough knowledge of hygiene matters and indoor air quality issues;
 - Thorough knowledge of supervisory practices and techniques;
 - Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
 - Ability to analyze environmental situations, to interpret findings in relation to public health, and to recommend effective and appropriate measures of control of environmental hazards;
 - Ability to understand and follow oral and/or written policies, procedures and instructions;
 - Ability to prepare and present accurate and reliable reports containing findings and recommendations;
 - Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
 - Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
 - Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
 - Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
 - Some knowledge of labor relations, public relations, and budget activities;
 - Integrity, ingenuity and inventiveness in the performance of assigned tasks.
- 3

Acceptable Experience and Training

- Graduation from an accredited college or university with a Master's Degree in Environmental Sciences, Public Health or a closely related field; and
- Considerable experience in public or environmental health work, including some supervisory role; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- New Hampshire Designer of Subsurface Disposal System License;
- Valid New Hampshire Driver's License.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to function in review a wide variety of material in both electronic and hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to function in operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in have access to various work sites throughout the City.

Approved by: BMA Date: 11/19/02

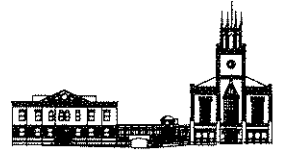
Date Established: 11/19/02



CITY OF MANCHESTER

Human Resources Department

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Manchester, New Hampshire 03101
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www.ManchesterNH.gov



February 27, 2007

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request for New Positions

Dear Alderman Gatsas and Members of the Committee:

On behalf of Brandy Stanley, Parking Manager, I am requesting the establishment of two new Parking Control Officer positions.

Specifically, the request is to establish one full time position at salary grade 10, \$23,037 . The cost of benefits would be approximately \$8,063 per year. The other position that is being requested would be a part time position at \$11.07 per hour. Part time positions do not receive any health or dental insurance.

Funding for the positions would be from the parking enterprise fund.

If you have any questions regarding this request, please let me know.

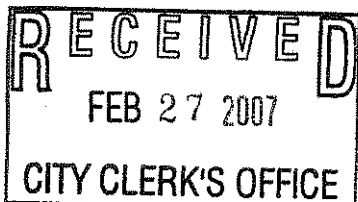
Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director

Attachments

Cc: Brandy Stanley, Parking Manager



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City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Parking Control Officer
Class Code Number	9160-10

General Statement of Duties

Enforces all parking laws and ordinances within the City of Manchester; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure adherence to parking laws and ordinances. The work is performed under the supervision and direction of an assigned command officer but considerable leeway is granted for the exercise of independent judgement and initiative.

The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, law enforcement officials from other jurisdictions, business and home owners and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Patrols an assigned area to monitor for parking violations, issue citations and/or warnings as warranted;
- Impounds vehicles parked overtime or illegally parked on City streets or private property;
- Serves as a central information point for citizens, answering questions regarding public parking issues, as well as general information about the City of Manchester;

- Completes written reports on vehicle impoundments, stolen vehicles, found property and related information;
- Operates a hand-held ticket processor for issuing parking tickets;
- Enters, maintains and retrieves statistical data on citations, impoundments and habitual scofflaws;
- Reports accidents, abandoned cars, suspicious activity and crimes in progress to Emergency Communications Dispatch;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>
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- Thorough knowledge of all related parking laws within the City of Manchester;
- Substantial knowledge of Police Department activities, purposes and procedures;
- Ability to perform in a courteous and professional manner in all situations, including those in which individuals may be hostile regarding a parking or traffic ordinance;
- Ability to advise and direct Police Officers and other emergency personnel and to quickly disseminate crucial information in a clear, concise and understandable manner;
- Ability to draw out needed information from persons involved in all types of emergency situations;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;

- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in legal enforcement operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire driver's license;
- Ability to pass a background check.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor parking activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a hand-held computerized ticket machine and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: _____ Date: _____

CITY OF MANCHESTER

PARKING DIVISION



Brandy Stanley
Parking Manager

bstanley@manchesternh.gov

February 26, 2007

Ms. Virginia Lamberton
Director, Human Resources
City of Manchester
One City Hall Plaza
Manchester, NH 03103



Brandy Stanley
Parking Manager

bstanley@manchesternh.gov

Re: Parking Control Officer Positions

Dear Virginia:

Per our conversation this morning, this letter will outline the staffing needs of the Parking Division with respect to additional Parking Control Officers. As discussed during last Tuesday's Board of Mayor and Aldermen, we feel that additional PCOs are necessary to properly enforce the city's parking ordinances and change customer behavior. Outlined below are the currently filled positions, authorized but unfilled positions and requested new positions. Attached is an organizational chart showing the additional PCOs

Currently Filled

Laura Bourgeois	Full Time, mobile
Krystina Donati	Full Time
Belinda Scarborough	Full Time
Maureen O'Neil	Part Time

Authorized, Unfilled

Unfilled	Full Time
Unfilled	Full Time

New Positions

New	Full Time
New	Part Time

4

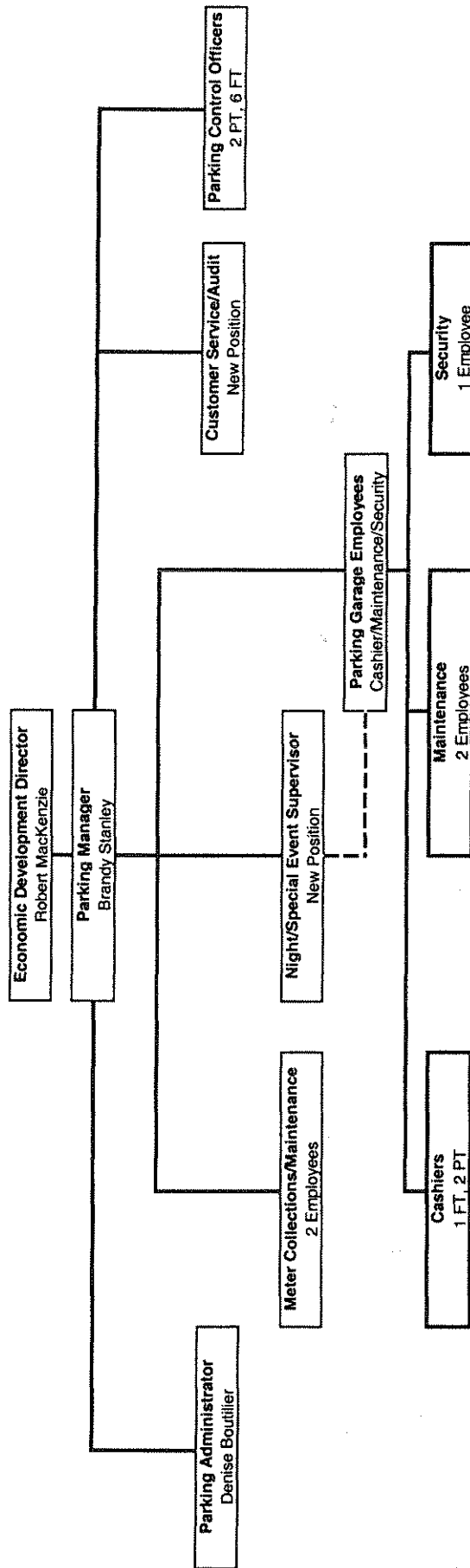
I would like to request that the new positions be authorized and further that all authorized and new positions be advertised and filled as soon as possible at pay grade 10. I look forward to your recommendation, and welcome any questions you may have.

Thank you,

Brandy Stanley
Parking Manager

CC: Robert MacKenzie

City of Manchester, Parking Division Organizational Chart



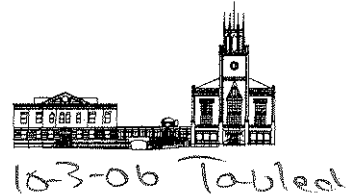
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CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065
www.ManchesterNH.gov



September 27, 2006

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request to Establish New Class Specification
And Reclassify Existing Position

Dear Alderman Gatsas and Members of the Committee:

The City of Manchester has received a Grant Award and accepted federal funds from the Corporation for National And Community Service for the AmeriCorps VISTA Program. Dennis Hebert has been assigned the responsibility for administering this important program.

Currently, Mr. Hebert is classified as a Grants Coordinator, class code 9231, salary grade 18. The new responsibilities now necessitate that the position he occupies be reclassified to reflect his new duties and responsibilities. Therefore, we have drafted a new class specification to reflect his new duties. The proposed title for the class specification is VISTA Project Administrator. An analysis of the level of the duties and responsibilities assigned to this position warrant a salary grade twenty (20). Therefore, I am requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator be established at a salary grade twenty (20).

I am attaching a copy of the class specification for your review and comments.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director

Attachment

City of Manchester New Hampshire

In the year Two Thousand and six

AN ORDINANCE

"Amending Sections 33.024, 33.025 & 33.026 (VISTA Project Administrator) of the Code of Ordinance of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITION be amended as follows:

Reclassify Grants Coordinator, Class Code 9231 to VISTA Project Administrator, Class Code 1011

SECTION 33.025 COMPENSATION OF POSITION be amended as follows:

Reclassify Grants Coordinator, Class Code 9231, Grade 18, to VISTA Project Administrator, Class Code 1011, Grade 20 exempt

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Reclassify Grants Coordinator, Class Code 9231, to VISTA Project Administrator, Class Code 1011, exempt (See attached).

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



DRAFT



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	VISTA Project Administrator
Class Code Number	1001-20

General Statement of Duties

Plans, organizes and administers the operations and activities of the Manchester VISTA Project; performs related work as required.

Distinguishing Features of the Class

The principle function of an employee in this class is to provide administrative oversight to all operations and activities of the Manchester VISTA Project. The work is performed under the supervision and direction of a superior, but extensive leeway is granted for the exercise of independent judgement and initiative. Indirect supervision is exercised over the responsibilities of all Manchester VISTA Project program sites and program site supervisors. Direct supervision is provided for the BISTA Leader and all Manchester VISTA Project members. The nature of the work performed requires that an employee in this class establish and maintain effective working relationship with the Mayor, Board of Aldermen, Corporation for National and Community Service, City departments, community non-profit agencies, business and community groups, other State and Federal officials and the media. The principle duties of this class are performed in a general office setting.


Examples of Essential Work (illustrative only)

- Plans, organizes, administers and evaluates the work of the VISTA Leader and all Manchester VISTA Project members in implementing the expressed goals, policies and

directives of the Corporation for National and Community Service, Mayor and Aldermen, Federal and State regulatory agencies;

- Develops policies and procedures designed to increase the efficiency and effectiveness of the Manchester VISTA Project in addressing the poverty-related needs of the Manchester area;
- Maintains and develops relationships with local, State and national Corporation for National and Community Service staff.
- Develops and oversees program media, outreach and public relations strategies;
- Designs monitoring and reporting mechanisms to track implementation of policies and elicit specific recommendations for improvement of the VISTA Project Operations;
- Recommends any major shift in policies or procedures for future developments;
- Participates in various aspects of personnel administration within the VISTA project to include hiring, termination, grievance procedures and coordination of VISTA member training;
- Serves as the chief spokesperson for the VISTA Project;
- Performs special projects for the VISTA as assigned;
- Provides information and demonstrations concerning how to perform certain work tasks to new VISTA members in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of AmeriCorps*VISTA Program management, including development and implementation of policies and procedures involving every aspect of administering the VISTA Project;
 - Comprehensive knowledge of all Federal regulations regarding the establishment of the Manchester VISTA Project;
 - Comprehensive knowledge of the program needs of Manchester's needy and vulnerable populations;
 - Comprehensive knowledge of Federal, State and local government operations and procedures;
 - Comprehensive knowledge of marketing the AmeriCorps*VISTA and the Manchester VISTA Project;
 - Comprehensive knowledge of current principles and practices of public and business administration;
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- Comprehensive knowledge of budgetary principles;
- Comprehensive knowledge of AmeriCorps VISTA Program regulations;
- Ability to supervise, train, evaluate and lead the work of others;
- Ability to coordinate with the diverse and complex activities of a City departmental programming;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.


Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in Political Science, Public Administration, Business Management or a related field; and
- Extensive experience in the management of a governmental and/or non-profit entity.

Required Special Qualifications

- Possession of a NH driver's license or access to transportation.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
 - Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;
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- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by:_____ Date:_____

A handwritten signature, possibly reading 'S', is located at the bottom center of the page.



CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
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2-507 Tabled

January 30, 2007

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request to Establish Class Specification
And Update Other Class Specifications

Dear Alderman Gatsas and Members of the Committee:

Brandy Stanley, Parking Manager, has been working with the Traffic Committee to cancel the contract with National Garages for the management of Victory Garage. In that process, Brandy has requested that this office develop a class specification for a Parking Shift Supervisor as well as look at current class specification to see if they would "fit" into her organizational needs.

Therefore, we have developed a new class specification of Parking Shift Supervisor which would be set at a salary grade fifteen (15). The salary range for this class specification would be \$32,311 to \$46,068. I am attaching a copy of the proposed class specification for your review and consideration.

Ms. Stanley is also proposing to utilize three other current class specifications if they can be amended to be generic. Those titles are Cashier, Custodian and Security Officer. With the deletion of some words and the addition of a limited number of words, we could easily utilize these class specifications in their current departments as well as the Division of Parking. For example, if you will refer to the Cashier class specification, you will note that if we eliminate the words ski lift, ski, ski area and season from the class specification, this will still meet the needs of Parks and will now also meet the needs of the Parking Division.

The current Security Officer class specification is actually not accurate any longer either. During the last budget process, two of the Security Officer positions were transferred from the City Clerk's Office to the Library. The class specifications should be changed to reflect this transfer anyway. If you approve removing the words City Clerk from the class specification and substituting the words superior or supervisor, this will continue to meet the needs of the City Clerk and the Library Director as well as the proposed position for the Parking Division.

The Custodian class specification needs to have two additional duties added to the Examples of Essential Work in order to meet the needs of the Parking Division. Therefore, if you will refer to

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January 29, 2007

the second page of the document, you will note that two new bullets are proposed as possible duties for any custodian and are likely already applicable in certain positions. The addition of these duties will not have any affect on the labor grade that is currently assigned to these positions.

I am attaching copies of all four class specifications for your review and approval. The current class specifications, Cashier, Custodian and Security, have the words to be deleted in bold and underlined. The new words are in bold and are in italics.

If you have any questions regarding this proposal, I would be happy to answer them.

Your approval of these proposed changes and a new class specification would be greatly appreciated.

Respectfully submitted,

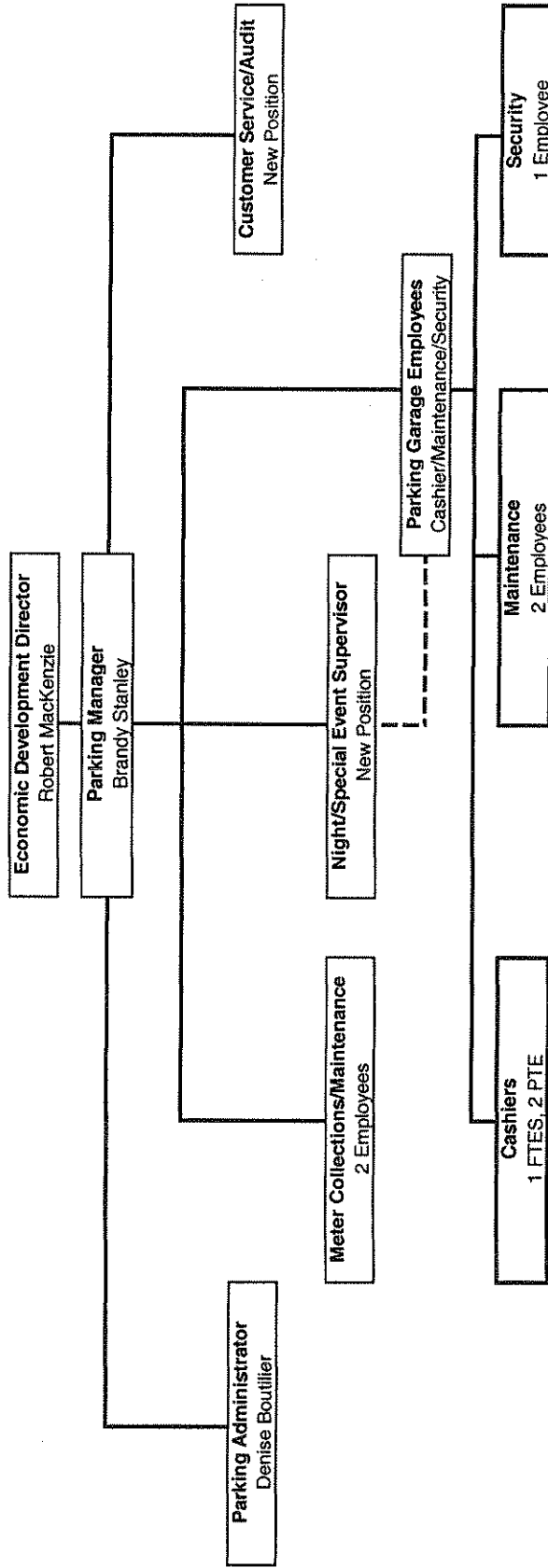


Virginia A. Lamberton
Human Resources Director

Cc: Brandy Stanley

Attachments

City of Manchester, Parking Division Organizational Chart



Employee Class Code	Pay Grade
Cashier	9
Maintenance	8
Security	12
Supervisor	15 Suggested
Customer	13

City of Manchester New Hampshire

In the year Two Thousand and Seven

AN ORDINANCE

"Amending Sections 33.024, 33.025, & 33.026 (Parking Shift Supervisor) of the Code of Ordinances of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Establish Parking Shift Supervisor, Class Code 5292

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Establish Parking Shift Supervisor, Class Code 5292, Grade 15

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows

Establish Parking Shift Supervisor, Class Code 5292, Grade 15, **non-exempt**

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

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City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Parking Shift Supervisor
Class Code Number	5292-15

General Statement of Duties

Supervises all municipal parking operations during evenings and weekends; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this job is to ensure the safe and efficient operation of all municipal parking operations. The work is performed under the supervision of the Parking Manager, but considerable leeway is granted for the exercise of independent judgement and initiative. An employee in this class represents Parking Management on an assigned shift, in resolving issues and providing assistance to the public, employees and contractors. An employee in this class directs the work of all Parking division employees while on duty. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other employees, law enforcement, contractors and the general public. The principal duties of this class are performed throughout the parking facilities, often in extreme weather conditions.

Examples of Essential Work (illustrative only)

- Monitors the activities of all Parking division employees while on duty;
- Participates in the performance evaluation of other staff within the department;
- Monitors parking operations, construction, security and maintenance activities on municipal parking facilities for compliance with Parking Division rules and regulations;

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- Addresses issues from employees, users and the general public and others as required;
- Monitors special event operations;
- Repairs parking meters and parking control equipment;
- Ensure adherence with Parking division procedures in both normal and emergency situations;
- Prepares detailed reports, correspondence and notices;
- Enforces Parking Division rules and regulations;
- Initiates and monitors snow and ice removal activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>
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- Ability to make decisions in emergency situations;
 - Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
 - Ability to understand and follow oral and/or written policies, procedures and instructions;
 - Ability to prepare and present accurate and reliable reports containing findings and recommendations;
 - Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
 - Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
 - Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
 - Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
 - Integrity, ingenuity and inventiveness in the performance of assigned tasks.
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Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Considerable experience in customer service of which at least two years must have been in a supervisory position; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Must possess a New Hampshire driver's license or have access to transportation;
- On call status

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use a range of arm movements necessary to repair parking meters and parking control equipment and operate a personal computer, telephone and related equipment, operate a vehicle, operate hand tools and lift and carry parking meters, coin bags and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: _____ Date: _____

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City of Manchester New Hampshire

In the year Two Thousand and Seven

AN ORDINANCE

"Amending Section 33.026 (Cashier, Custodian, & Security Officer) of the Code of Ordinance of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Change class specification, Security Officer, Class Code 1247 (see attached)

Change class specification, Custodian, Class Code 5000 (see attached)

Change class specification, Cashier, Class Code 6100 (see attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

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Proposed Update



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Cashier
Class Code Number	6100-9

General Statement of Duties

Performs varied cash handling and clerical duties, involving receiving, disbursing and accounting for funds; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to sell ski lift tickets and season passes to the general public. The work is performed under the supervision and direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with supervisors, other City employees and the public. The principal duties of this class are performed in a public service or general office environment.

Examples of Essential Work (illustrative only)

- Operates cash register to compute and record total sales for ski lift tickets and season passes;
- Collects cash, check, or charge payment from customers and makes change for cash transactions;
- Counts money in cash drawer at beginning and end of work shift;
- Keeps daily account balances of cash received and tickets sold;

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- Performs various clerical tasks, including answering phones, sorting, filing, typing and simple record keeping;
- Answers questions concerning rates, schedules, and ski conditions, and gives information to the public regarding ski area activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to other employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, and internal training sessions to become or remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties as required;

Required Knowledge, Skills and Abilities (at time of appointment)

- Some knowledge of modern office procedures, practices and equipment;
- Some knowledge of modern office filing systems and procedures;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involving ski lift activities or policies;
- Ability to operate cash register;
- Ability to accurately complete reports;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in general office operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within a general office environment.

Approved by: BMA Date: 5/16/00

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Update Draft



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Custodian
Class Code Number	5000-8

General Statement of Duties

Maintains municipal facilities and related grounds; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure a clean, orderly, safe and pleasant public environment. The work is performed under the direct supervision of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in municipal buildings involving the use of several cleaning agents and chemicals which must be handled with care.

Examples of Essential Work (illustrative only)

- Performs custodial duties on municipal facilities, including cleaning all rooms within a facility, sweeping floors, washing windows and ledges, cleaning bathrooms and all related components;
- Operates several pieces of machinery associated with building maintenance operations;
- Strips, waxes and buffs all tile floor;
- Ensures all necessary areas are properly sanitized, (kitchen areas, bathrooms etc.), according to set policy and procedures for health standards;
- Wet mops restrooms, showers and tile floors;

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- Stocks all restrooms with needed supplies;
- Inventories and properly stores cleaning items and equipment;
- Informs supervisor of any supply needs;
- Identifies facility repair needs and informs supervisor;
- Monitors facilities on a regular basis and performs duties related to maintaining a clean environment, including picking up litter, cleaning up spills and all other spontaneous needs of a facility used by large numbers of people;
- Empties all trash;
- Performs general maintenance of building facilities, including replacing ceiling, baseboard tiles, light bulbs, windows and related building features;
- Monitors elevators, escalators and related pieces of equipment to ensure that all are functioning in a safe manner;
- *May be required to repair equipment;*
- *May be required to do painting;*
- Performs snow removal;
- Mows grass and trims shrubs around municipal buildings;
- Sets up rooms for special events;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Substantial knowledge of facilities maintenance operations and procedures;
- Substantial knowledge of all equipment and supplies related to facilities maintenance, including chemicals used for cleaning;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

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Acceptable Experience and Training

- Graduation from High School; and
- Some experience in custodial operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire driver's license.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform janitorial duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use a range of arm movements necessary to complete cleaning duties;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the municipal buildings.

Approved by: _____ Date: _____

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Draft Update



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Security Officer
Class Code Number	1247-12

General Statement of Duties

Performs patrol, investigative and related services to ensure the security, safety, and protection of employees, customers, and assets of the City; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure the security, safety, and protection of employees, customers, and assets of the City against injury, loss, or damage from any preventable cause. The work is performed under the supervision and direction of the City Clerk a supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that employees in this class establish and maintain effective working relationships with City employees, law enforcement personnel and the public. The principal duties of this class are performed both indoors and outdoors at assigned sites with exposure to inclement weather and unpredictable crisis situations.

Examples of Essential Work (illustrative only)

- Patrols all assigned areas and monitors activity to identify violations and takes appropriate actions, including rectifying the situation through a dialogue with all parties involved as warranted and/or notifying police when appropriate;
- Responds to calls and/or complaints from employees and customers, documenting statements, identifying unsafe or unlawful conditions and taking appropriate action;

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- Maintains a highly visible presence for the purpose of deterring crime;
- Maintains good public relations and provides an identifiable source for employees and customers to go to for assistance, guidance, protection and service;
- Performs a daily activity of public relations through speaking with employees and customers, responding to their needs, as needed;
- Informs the City Clerk *his/her supervisor* immediately of any situation which appears to be out of the ordinary;
- Performs security and safety checks;
- Produces documentation and give testimony in open court, as necessary;
- Provides support for Police Officers at the scene of an incident and remains aware of surroundings for other potential problems;
- Responds to alarms within respective facility;
- Maintains an awareness of any emergency situation including fires and natural disasters, and contacts the appropriate agency or City department;
- Completes thorough and accurate reports of all incidents and completes special reports for the City Clerk *his/her supervisor* as requested;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps the City Clerk *his/her supervisor* and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to customers questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Some knowledge of applicable local, State and Federal laws;
 - Some knowledge of current security practices and methods;
 - Ability to work in situations involving employees, customers and to make quick decisions which secure the safety of all individuals involved;
 - Ability to use good judgement;
 - Ability to establish facts, draw conclusions, and solve practical problems;
 - Ability to work with people and secure their cooperation without the use of violence;
 - Ability to perform investigations, question witnesses and prepare written reports;
 - Ability to quickly learn applicable City policies, procedures, and ordinances;
 - Ability to perform or learn basic first aid procedures;
 - Ability to perform duties in a professional manner and appearance;
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- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some related public service experience *preferably in security or law enforcement* ; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Ability to pass a background check.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe activities in the course of security duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate cell phones, radios and related equipment to respond to requests for assistance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to accomplish the assigned tasks.

Approved by: BMA Date: 11/14/01

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